



PRODUCT LIST

- Cisco Packaged Contact Center Enterprise
- Cisco Unified Compute System (UCS)
- Cisco Routers and Switches

SUMMARY

Customer: leading hospitals group
Industry: Healthcare
Location: Gulf
Company size: Large Scale

Healthcare Contact Center Case study

CUSTOMER OVERVIEW

One of the Leading Hospitals Group in Gulf, having Many medical cities across different locations established since more than 30 years, It became a recognized center on the international level in conjoined twin separation surgery. It is the first center all over the world with 100% success rate in twin separation surgery.

PROJECT OVERVIEW

Medical city implemented **cisco contact center enterprise** to have centralized IVR which serve all locations and sites inside Saudi-Arabia, and one of main goals is converting the IVR and work process to fully integrated solutions with the backend systems like best care medical system and manage engine service desk system and pager system.

CHALLENGES

These large-scale hospitals, due to distributed systems, patients keep searching for the correct number for this service while patients sometimes don't have luxury for wasting time.

Doctor appointments one of the most important hospital service, Patients requesting doctors or visits reservation were manually done, patients wait a lot of time in Queue till agent receives the call and reserve on-behalf.

During Pandemic, Hospitals have limited resources of doctors, nurse and Staff to adopt with patients calls, automated and integrated system is a must, Patients can review Tests results and Call Doctor Live Video for follow up cases.

- Cisco Unified Communications Manager.

Patients' information and history are beneficiary to deliver quality of service for patients and follow up cases.

Measuring Patients satisfactions are a key factor and need to be addressed.

Communicating the new IVR structure and smart service delivery from both sides Caller "patient" and the Agents & doctors on how to move on to the new generation of technology

developing solution to have scalable system which can be extended to serve all different departments and business functions with minimum needed changes.

Ensure high-quality experiences for patients, doctors and agents. Measure agents' efficiency with reports.

BENEFITS FOR BUSINESS (RESULT)

Evolving Experiences

- Centralized Contact center is deployed to serve all Medical Centers based on Cisco Packaged Contact Center Enterprise.
- Patients easily interact with the IVR self-services integrated with Hospital appointments solution to schedule or cancel or confirm his appointment or medical refills, patients receives SMS message with the details.
- Thanks to integration with Patients Best Care system, agents are able to know all patient's data and history before answering the call which delivered efficient customer experience.
- The IVR integrates on real time with best care system so the patient gets his real data on dealing with his needed function from IVR same as from his mobile application.
- PCCE was built with adaptive IVR solution which led during COVID-19 to easily changing the IVR without touching the production.



- Live Video Calls with Doctors increased hospital performance, increased patients' satisfactions and reduces infections risk in pandemic.
- Post Call Survey and outbound campaigns were deployed to measure patients' satisfactions and agents' performance.

We integrated with all customer existing systems to be able to offer the best practice from all functions for our clients

- Best care
- Manage Engine Service Desk
- Pager System (using SMS, PBX, Pager API)
- SMS
- Mail server
- Databases and APIs.

For More Information

To find out more about our services, please visit: www.connectps.com